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GUIDELINES CO-OP EMPLOYEES NEED



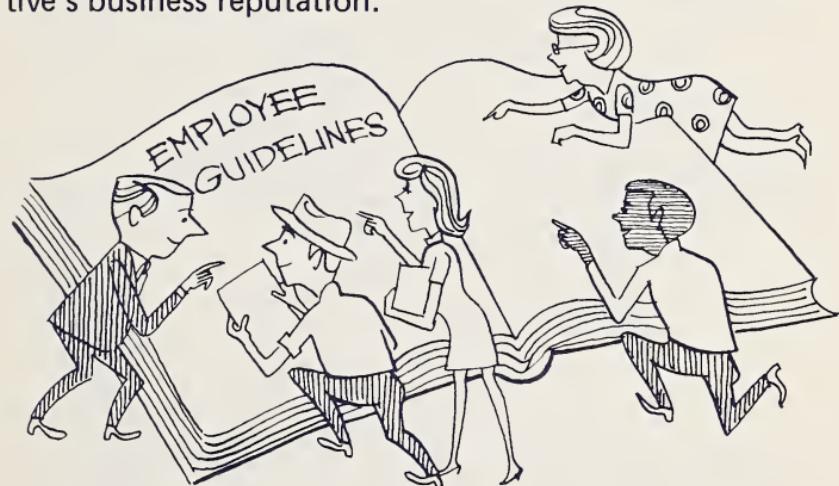
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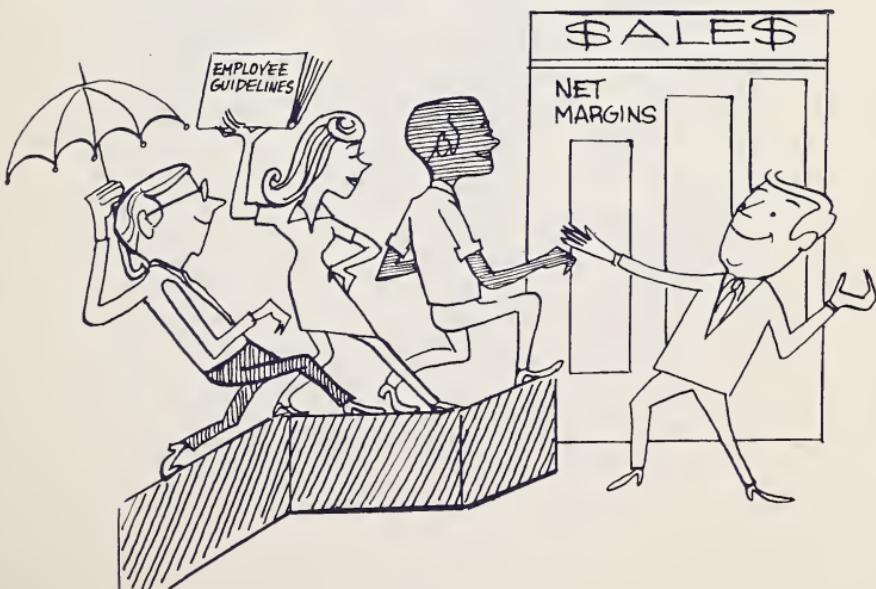
GUIDELINES CO-OP EMPLOYEES NEED

C. H. Kirkman, Jr.
Farmer Cooperative Service

Written employee guidelines help employees understand what the cooperative expects from them and what they can expect from the cooperative. The likely result will be an employee-management relationship that will favorably impress members and strengthen the cooperative's business reputation.



Employee guidelines can contribute to better operating efficiency, more sales, and bigger net margins.

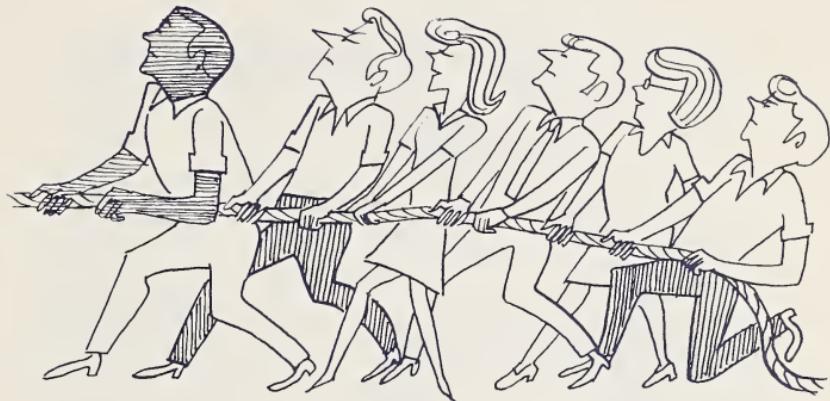


The cooperative's management team—the board of directors, the manager, and key employees—set guidelines for employees.

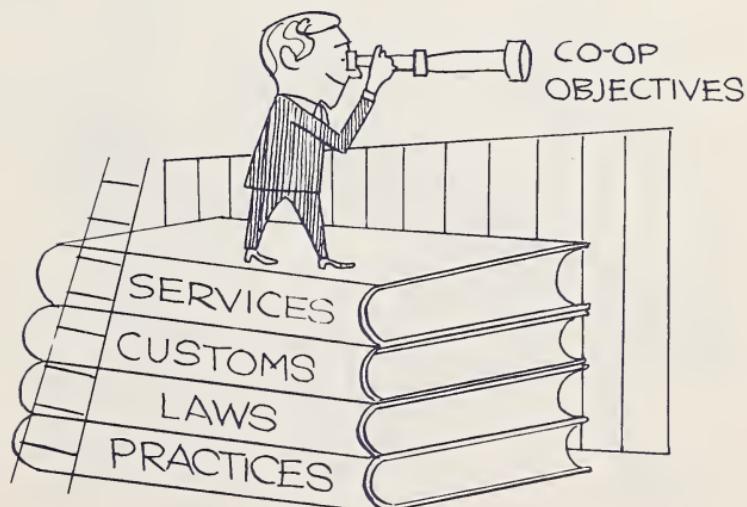


EMPLOYEE GUIDELINES HELP

- Improve employee relations and teamwork.



- Build knowledge of co-op objectives, practices, laws, customs, and services.



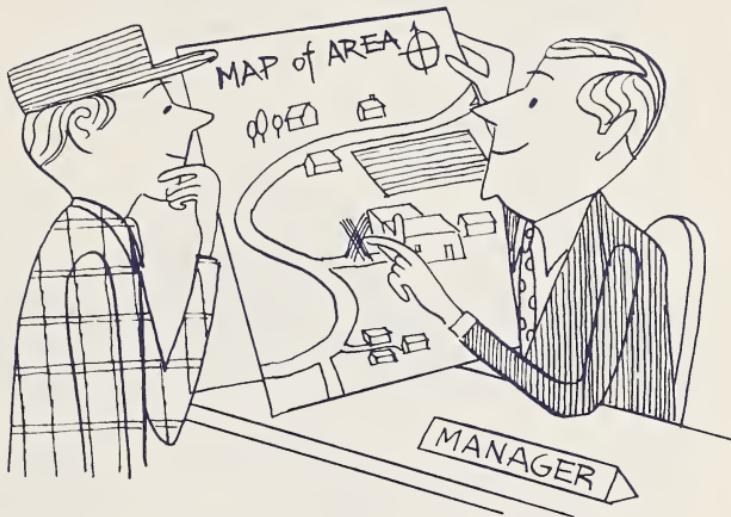
- Bring into proper focus the importance of serving members.



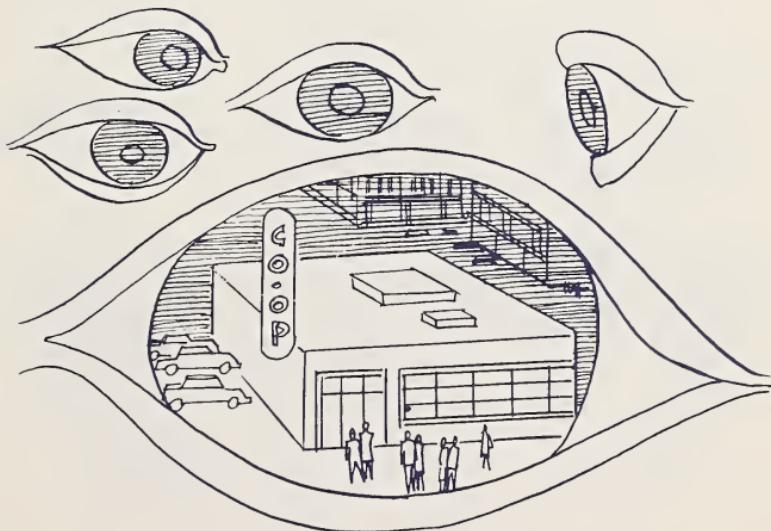
- Create a sense of employee responsibility and loyalty.



- Avoid misunderstandings and breakdowns of services.



- Establish business image in the community.



GUIDELINES ABOUT THE COOPERATIVE

- Provide information about processing and marketing members' produce, obtaining production supplies, or a wide range of specialized services.



- Tell who the cooperative serves—members and others—and what membership means.

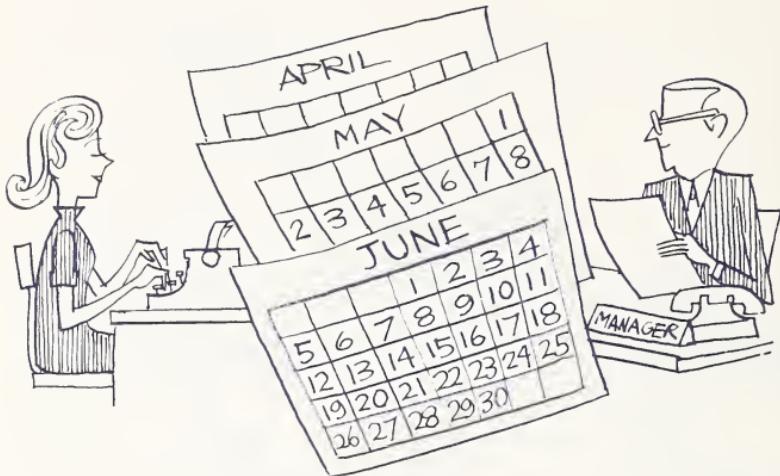


- Supply information about facilities to fill patrons' needs.



GUIDELINES ABOUT THE JOB

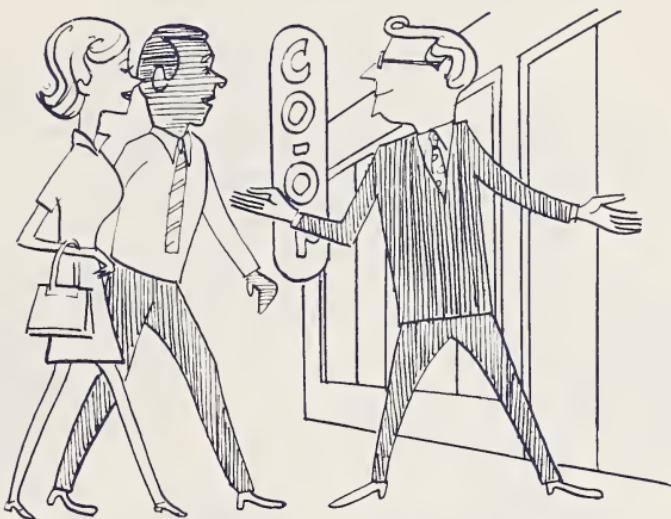
- Explain the importance of a trial period for management to decide if employee is suited for the job and for employee to decide if the job meets his or her desires.



- Define duties of employees for each job in the cooperative, such as secretaries, accountants, truck drivers, warehousemen, and others.

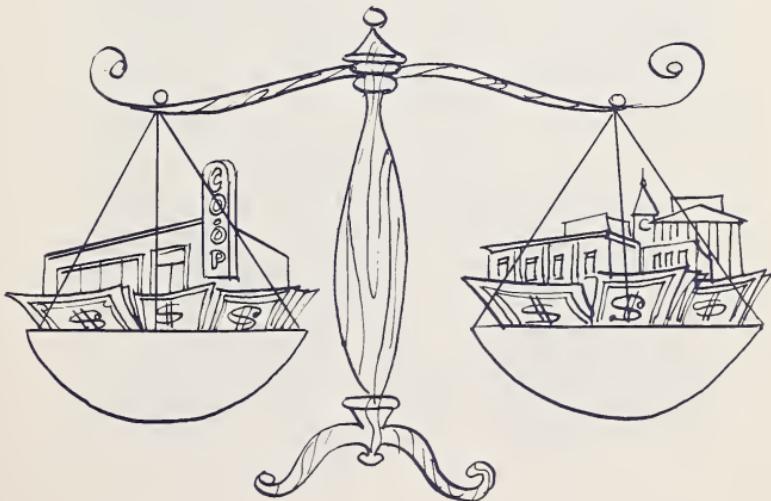


- Inform that equal employment opportunity is based on Federal and State laws.

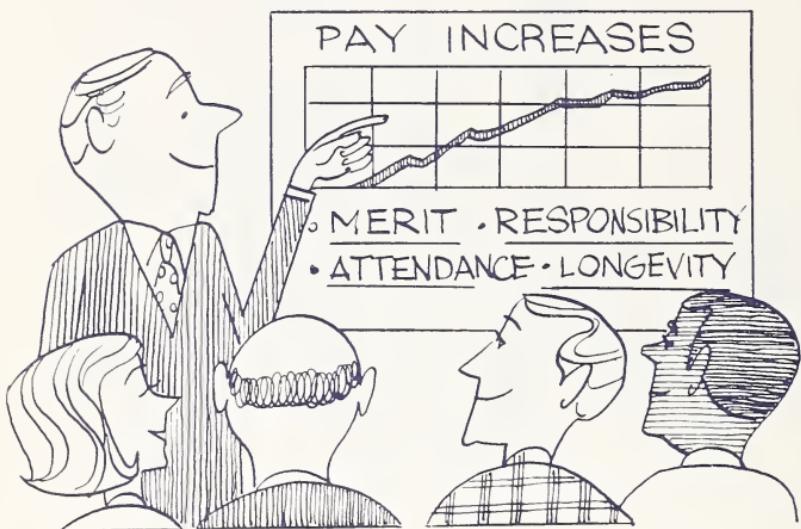


Guidelines on Pay

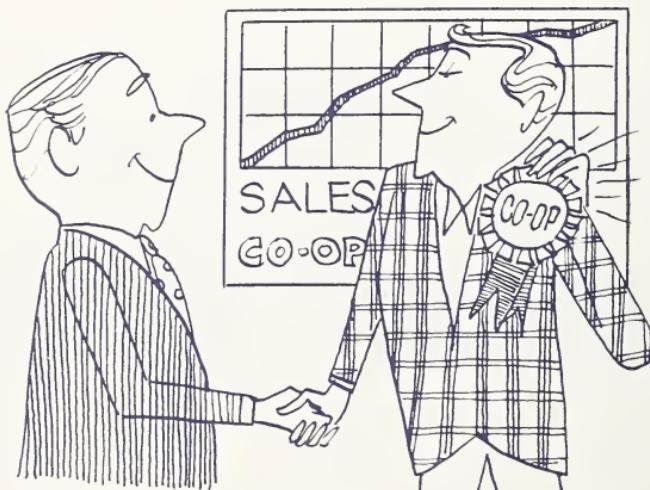
- Compare pay scales with those in the community and indicate they meet Federal wage and hour laws.



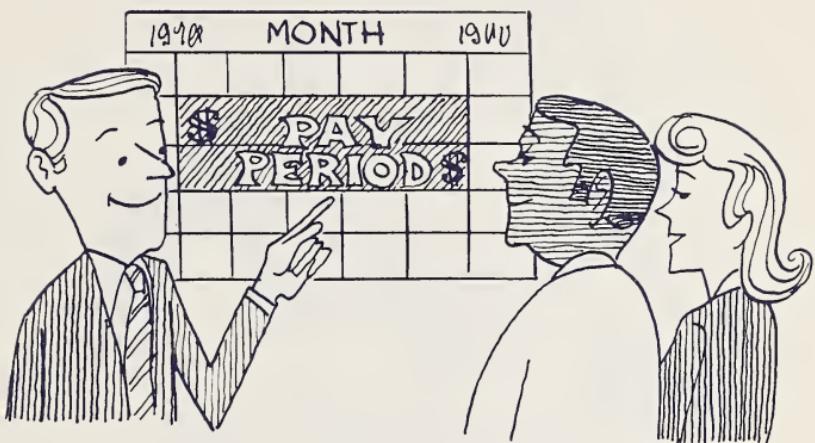
- Explain pay increases available based on merit, increased responsibility, attendance record, length of service, and other related factors.



- Describe work incentives.



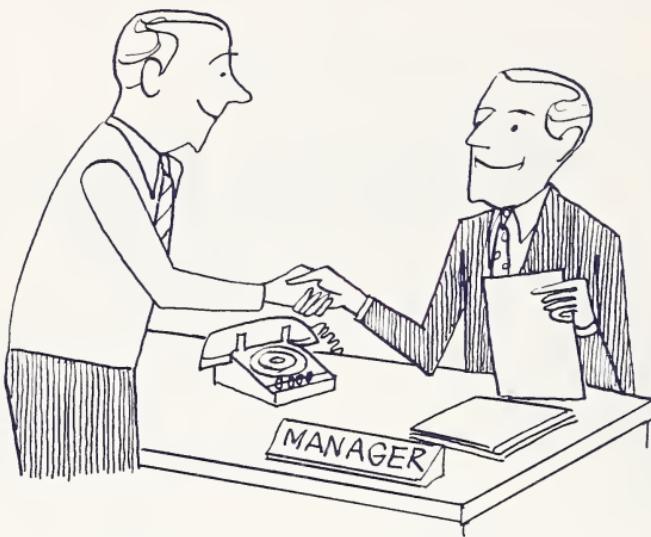
- List payday intervals.



- State social security requirements, other approved employee deductions, and the cooperative's contributions as the employer.



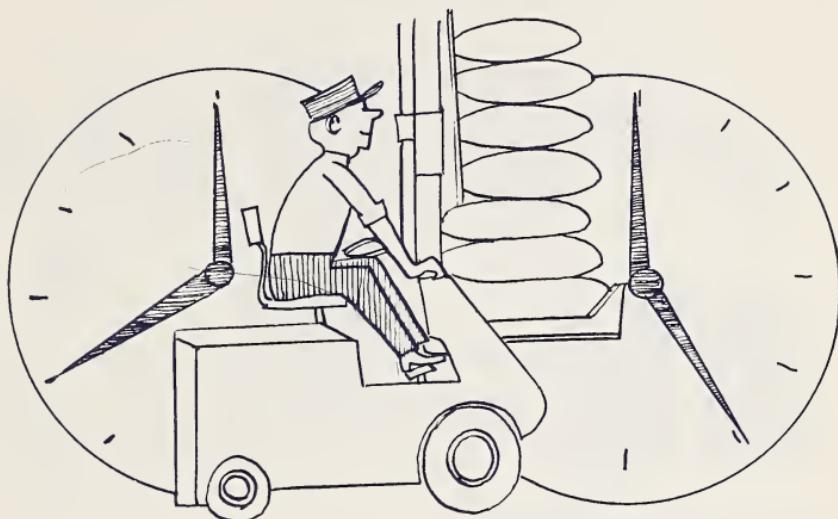
- Set forth management's position on promotions.



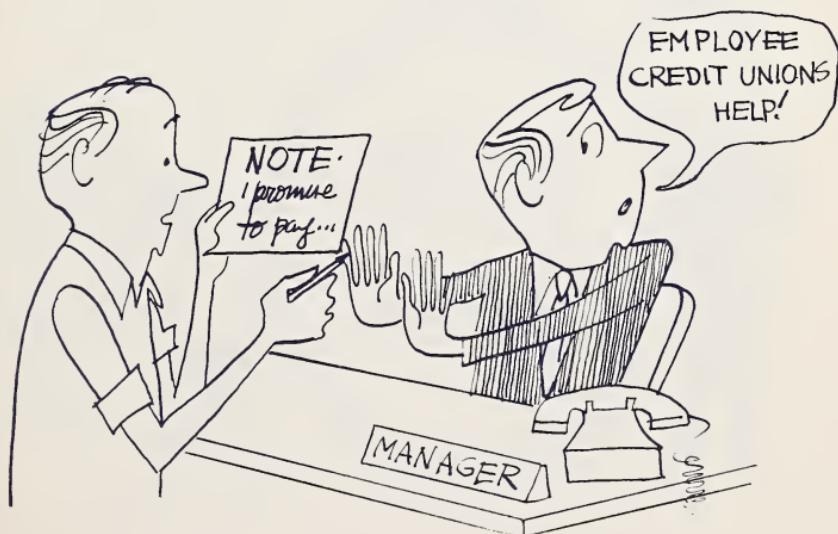
- Describe special allowances such as for purchasing and laundering required uniform.



- Explain overtime rates, holiday pay, and extra pay during rush seasons.



- Cover financial responsibility of employees—as an example, the policy on co-signing employee notes by manager as individual or as the agent.



- Detail the retirement plan—age and years of service required, employee cost and retirement income, and the cooperative's contribution.

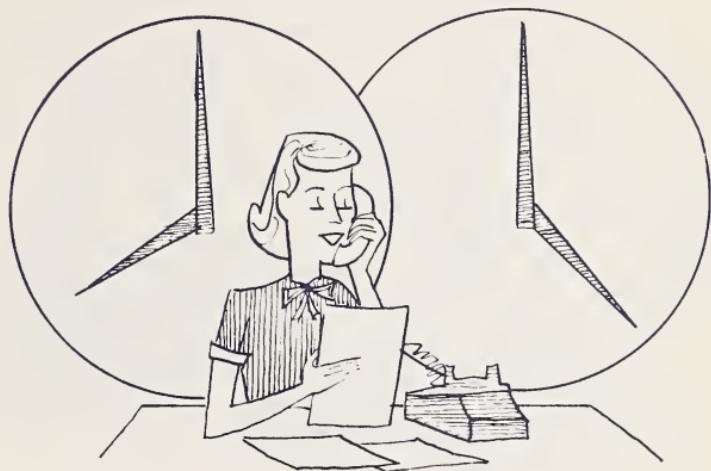


Working Hour Guidelines

- Define normal working hours clearly.



- Stress the importance of reporting to work on time and remaining until closing.



- Give instructions for resignation notices before voluntary employee separations, for claiming notice and terminal pay upon involuntary separation, and about retirement rights in each instance.



- Caution about reporting absence from work as early as possible.



- Show rest periods or refreshment breaks and length of lunch period.



Guidelines on Leave Time

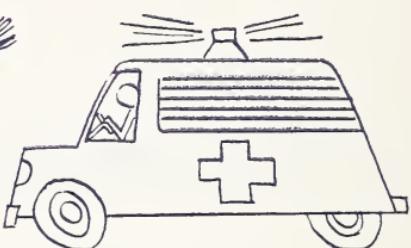
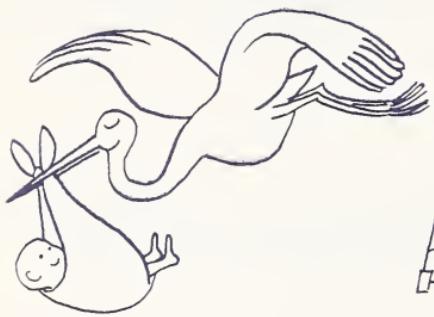
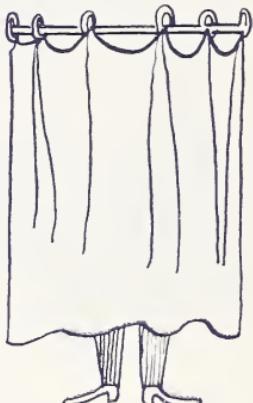
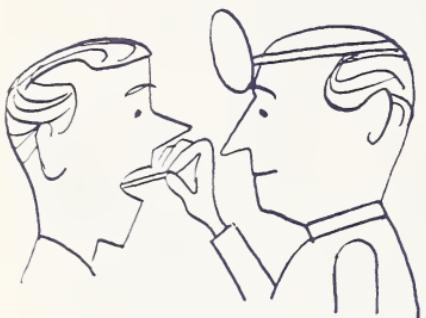
- List holidays observed.



- Specify how vacation time is scheduled to minimize conflict with work demands.

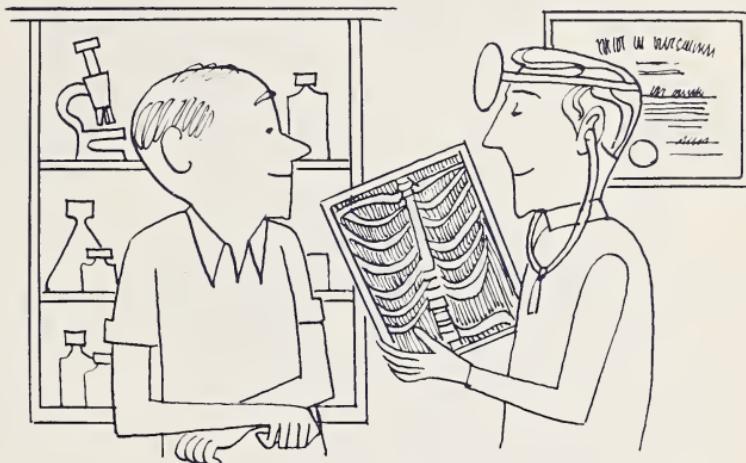
VACATION SCHEDULE		
NAME	DATE	121 122 123 124
JOHN SMITH	7/11 to 9/11	122 123 124 125
SALLY JONES	4/11 to 6/11	121 122 123 124
WILLIE WILSON	7/11 to 9/10	122 123 124 125

- Explain provisions for special leave . . .

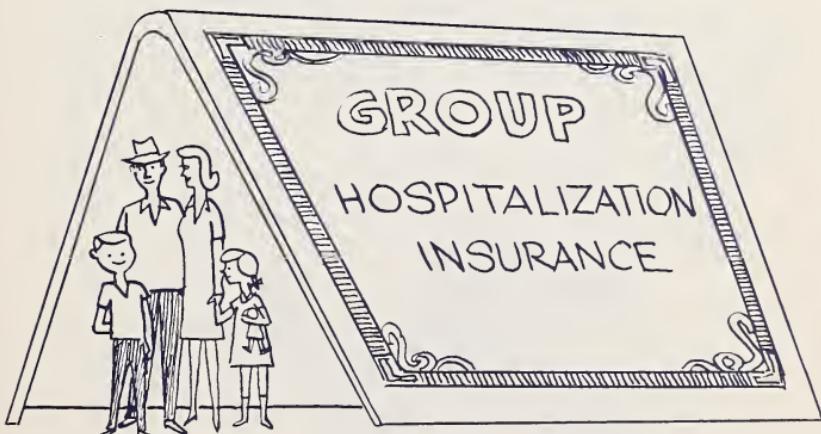


GUIDELINES ABOUT HEALTH AND WELFARE

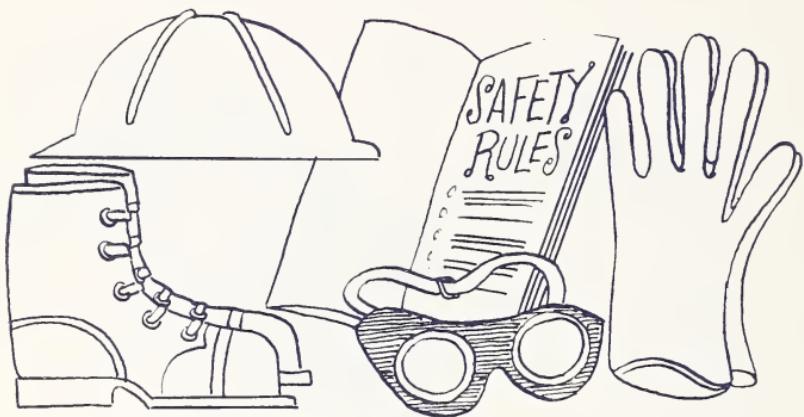
- Designate medical examination requirements before and during employment.



- Explain the coverage of group hospitalization insurance plan and group life insurance plan; the employee cost; and the cooperative's contribution toward premium cost.



- List safety rules and equipment requirements.



- Discuss workman's compensation for job injury—what State law requires and how the cooperative is affected.



- Designate where first aid supplies and emergency help are available.



- Provide procedures for fire drill or in case of fire.



GUIDELINES ABOUT CONDUCT

- Set standards for businesslike appearance through good housekeeping—desk, billing counter, truck, display shelves, and machines.



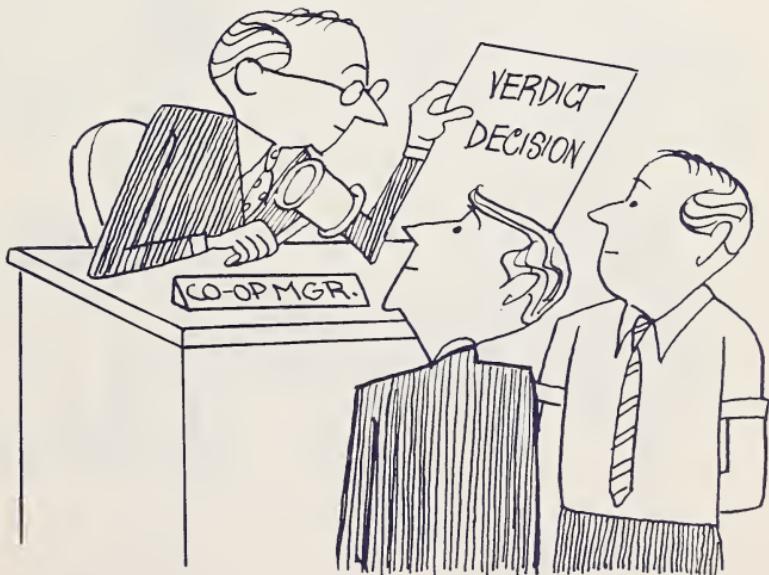
- Describe appropriate dress for type of work to be done.



- State conditions for placing loyalty to the cooperative above personal interest or special benefits.



- Impress the employee with the need to consider the rights of other employees and describe how the cooperative will handle complaints.



- Provide specific instructions for situations that could become everyday problem areas . . .

Using company property
for personal benefit



Safe storage
for employee property



Personal use
of company telephone



Child care
arrangements

Solicitation
of money and gifts
on company time



Smoking

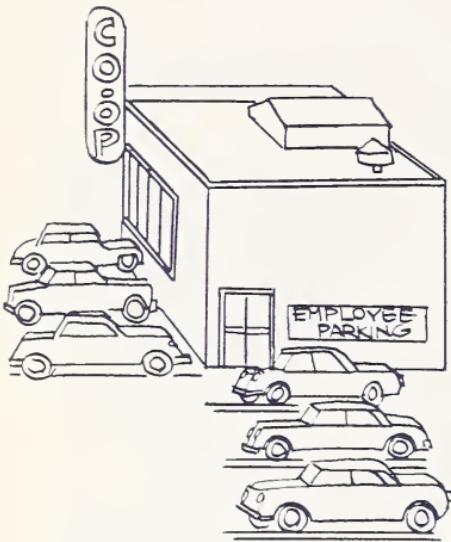


Drinking

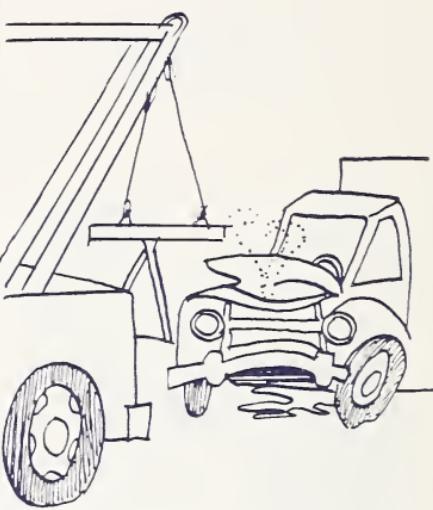


Carrying firearms

Employee parking



Accident reporting



Unauthorized riders
in company vehicles



Grievances – fair play

GUIDELINES ABOUT A FEW OTHER THINGS

- Outline programs for employee participation in training schools for individual development, work improvement, and company benefits.



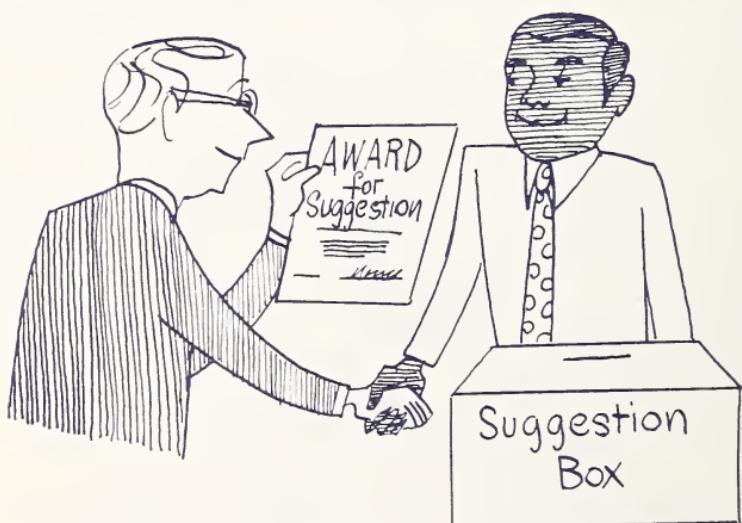
- Inform the employee about incidental benefits, such as the credit union and social activities.



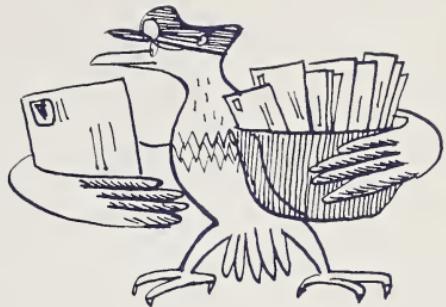
- Establish employee cost of merchandise, prior payment arrangements, and management authorization requirements.



- Ask employees to suggest ideas for improvement and describe reward and recognition for accepted suggestions.



OTHER PUBLICATIONS AVAILABLE



- Cooperatives in the American Private Enterprise System.
Educational Aid 5. C. H. Kirkman, Jr.
- Cooperatives and Their Business Neighbors. Educational Aid 9. C. H. Kirkman, Jr.
- How to Start a Cooperative. Educational Circular 18.
Irwin W. Rust.
- Cooperatives—Distinctive Business Corporation. Information 65. C. H. Kirkman, Jr.
- What Are Cooperatives? Information 67.
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- Members Make Co-ops Go. Information 72.
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- Using Co-op Members' Money. Information 79.
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- Is There A Co-op In Your Future? Information 81.
C. H. Kirkman, Jr.
- Employees Help Co-ops Serve. Information 83.
C. H. Kirkman, Jr.

Publications may be obtained from —

Farmer Cooperative Information, Rm. 1474-South
U.S. Department of Agriculture
Washington, D. C. 20250

FARMER COOPERATIVE SERVICE

U.S. DEPARTMENT OF AGRICULTURE

Farmer Cooperative Service provides research, management, and educational assistance to cooperatives to strengthen the economic position of farmers and other rural residents. It works directly with cooperative leaders and Federal and State agencies to improve organization, leadership, and operation of cooperatives and to give guidance to further development.

The Service (1) helps farmers and other rural residents obtain supplies and services at lower cost and to get better prices for products they sell; (2) advises rural residents on developing existing resources through cooperative action to enhance rural living; (3) helps cooperatives improve services and operating efficiency; (4) informs members, directors, employees, and the public on how cooperatives work and benefit their members and their communities; and (5) encourages international cooperative programs.

The Service publishes research and educational materials and issues *News for Farmer Cooperatives*. All programs and activities are conducted on a nondiscriminatory basis, without regard to race, creed, color, sex, or national origin.